

# **Characterization of the Process for Creating Harmonized Statistics on Information and Communication Technologies in the National Statistics Offices**

**Analysis of the results of the Survey applied to the NSOs in  
the countries of Latin America and the Caribbean  
March 2010**

Observatory for the Information Society in Latin America and the Caribbean  
(OSILAC)

Working Group on Measuring Information and Communication Technologies of the  
Statistical Conference of the Americas (WG-ICT-SCA) of ECLAC

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## Introduction

The Observatory for the Information Society in Latin America and the Caribbean (OSILAC) of ECLAC and assisted by IDRC, together with the Working Group on measuring information and communication technologies of the Statistical Conference of the Americas (WG-ICT-SCA) of ECLAC developed the survey: "Characterization of the process for creating harmonized statistics on information and communication technologies", which was sent, in March 2010, to the National Statistics Offices (NSO) of 19 countries of Latin America and 21 countries and territories of the Caribbean.

In Latin America, 17<sup>1</sup> out of 19 countries answered, and 14 out of 21<sup>2</sup> countries and territories of the Caribbean answered, for a total of 31 responded questionnaires, thus achieving a total response rate of 78%.

One of the main objectives of this survey is to determine the demand of the countries concerning the ICT data collection and thereby, the need and interest of the NSOs in participating in workshops on the inclusion of ICT modules in different types of studies. Additionally, they are interested in knowing about the progress achieved in ICT measurement in the region and to continue promoting the compilation of ICT statistical data, as OSILAC and the WG-ICT-SCA have been doing since 2003 and 2005 respectively, through the development of different products and/or services.

The results obtained in this research have been the base for planning the VI Workshop of OSILAC, which will be held on September 21 to 23, 2010 in Montevideo, Uruguay, where the most relevant results of this survey will be communicated. Moreover, they will enable updating the activity plan of the WG-ICT-SCA 2010-2011.

This document presents the main findings of the survey and a brief analysis of the six sections studied in the questionnaire: A) Participation in the process of ICT harmonized measurement, B) Elaboration of complementary ICT indicators, C) Knowledge of the digital strategy and uses of the ICT indicators, D) Participation and evaluation of the activities of the OSILAC and of the Working Group on ICT of the SCA, E) Training and F) Dissemination of the results by the National Statistics Institutes.

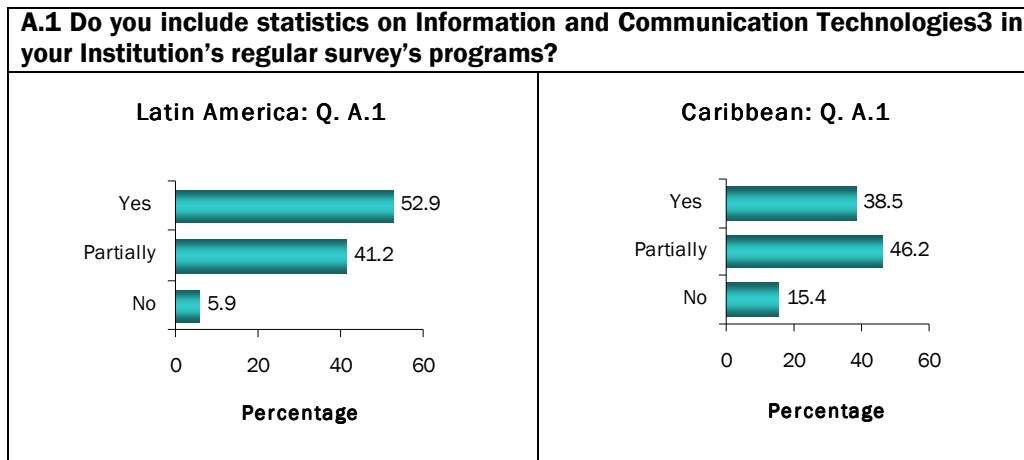
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<sup>1</sup> From Latin America, Honduras and Guatemala did not send a response.

<sup>2</sup> From the Caribbean, no response was received from Antigua and Barbuda, the Netherlands Antilles, Aruba, Belize, Guyana, San Vicente and the Grenadines and Saint Lucia.

## A) Participation in the Process of ICT Harmonized Measurement

According to the survey's results, we observe that the participation in the process of ICT harmonized measurement in the countries of Latin America and the Caribbean has increased in most countries, as can be seen in the following charts. In 94.1% of the Latin America countries, the statistics on Information and Communication Technologies are part of the regular survey program of the institutions, where 52.9% answered yes and 41.2% answered partially to the question related to these data. With regard to the Caribbean countries and territories, 38.5% answered affirmatively and 46.2 said partially, that is, nearly 85% of the Caribbean countries and territories adopted ICT statistics as part of their regular survey program.



In the following tables we may appreciate that most interviewed countries, both from Latin America and the Caribbean (94.1% and 71.4% respectively) have included some key question on access and use of ICT in the development of censuses, surveys or other statistical operations between 2009 and 2010. This indicates that the ICT statistics are being increasingly considered by the NSOs, thanks to the continuous effort of the OSILAC together with the ICT Group of the SCA since 2004, in order to achieve the implementation and harmonization of the these statistics.

According to the results of question A2, the researches which have been included more key questions on access and use of ICT in 2009 and 2010 are the multi-purpose household surveys and surveys of living conditions. It can be observed that, in Latin America, 58.8% and 41.2%, for 2009 and 2010 respectively, have included at least three of these questions. The second place is for the population and housing censuses for 2010 with 41.2% and the censuses or surveys to businesses of the trade or service sector with 41% for 2009. In the case of the Caribbean, the research which includes more questions on access and use of ICT is the population and housing censuses (50% of the countries) for 2010. In the second place are the multi-purpose household surveys or surveys of living conditions with 28.6% and 14.3% for 2009 and 2010, respectively.

<sup>3</sup> ICT's are defined as technologies that enable communication and information transformation and transmission by electronic means. This definition embraces the complete ICT array, from radio and television to phones (fixed and mobile), computers and Internet.

Preg A.2 Has your Institution included some of the key questions on ICT access and use <sup>4</sup> in the conduction of census, surveys or other statistical operations between 2009 and 2010?																					
Countries Latin America		Yes	Population and Housing Census		Multi-purpose household surveys or living conditions surveys		Employment or income and expenses surveys		Census or surveys of businesses from the commerce or service sector		Census or surveys of industrial facilities (Manufacturing Sector)		Technological innovation surveys		Specific surveys on ICT access and use by households and individuals		Specific surveys on ICT use in businesses		Specific survey of ICT use in the public sector	National Survey of Quality of Life	E-governm ent
			2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2010
Number of questions including																					
1	Argentina <sup>5</sup>	x	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	Bolivia	x	-	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	Brazil	x	-	3	3	3	-	-	-	-	-	-	-	-	-	-	26	-	-	-	-
4	Chile	x	-	-	-	-	-	-	9	21	7	21	-	-	-	-	-	-	-	-	-
5	Colombia	x	-	-	5	5	-	-	9	9	9	9	1	1	5	5	-	-	1	-	-
6	Costa Rica	x	-	-	10	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	Cuba	x	-	-	1	1	1	1	5	5	-	-	-	-	10	-	10	-	-	-	-
8	Ecuador	x	-	2	-	-	14	14	-	-	-	-	-	-	-	-	-	-	-	-	-
9	Salvador	x	7	-	12	14	-	-	-	-	-	-	-	-	-	-	15	-	-	-	17
10	Mexico	x	-	1	-	-	-	-	6	-	6	-	-	-	29	29	-	70	-	-	-
11	Nicaragua	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	Panamá	x	-	11	10	-	-	-	4	-	-	-	-	-	-	-	44	-	-	6	-
13	Paraguay	x	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	Perú	x	2	-	8	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15	Dominican Rep.	x	-	6	-	-	-	-	5	-	5	-	-	-	-	-	-	-	-	-	-
16	Uruguay	x	-	14	14	14	6	-	16	-	16	-	-	-	-	-	-	-	-	-	-
17	Venezuela	x	5	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total countries 17</b>		<b>16</b>																			
<b>Total Questions</b>			<b>14</b>	<b>42</b>	<b>78</b>	<b>55</b>	<b>21</b>	<b>15</b>	<b>54</b>	<b>35</b>	<b>43</b>	<b>30</b>	<b>26</b>	<b>26</b>	<b>34</b>	<b>44</b>	<b>44</b>	<b>121</b>	<b>1</b>	<b>0</b>	<b>17</b>
Total country by research			3	7	10	7	3	2	7	3	5	2	2	2	2	3	1	4	2	0	1
<b>7Percentage (%)</b>		<b>94.1</b>	<b>17.6</b>	<b>41.2</b>	<b>58.8</b>	<b>41.2</b>	<b>17.6</b>	<b>11.8</b>	<b>41.0</b>	<b>18.0</b>	<b>29.4</b>	<b>11.8</b>	<b>11.8</b>	<b>11.8</b>	<b>11.8</b>	<b>18.0</b>	<b>5.9</b>	<b>23.5</b>	<b>11.8</b>	<b>0.0</b>	<b>5.9</b>

<sup>4</sup> The key questions on ICT measurement are alluded in the document "ITU Manual for Measuring ICT Access and Use by Households and Individuals - Edition 2009", available at the electronic address: [http://www.itu.int/dms\\_pub/itu-d/opb/ind/D-IND-ITCMEAS-2009-PDF-E.pdf](http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-ITCMEAS-2009-PDF-E.pdf)

<sup>5</sup> Argentina included 25 questions on ICT in technological innovation surveys for the years 2007 and 2008

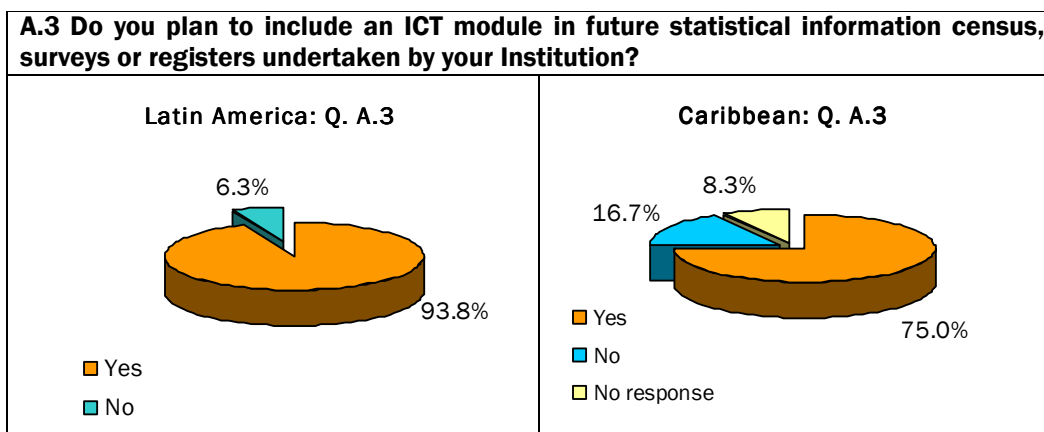
<sup>6</sup> They do not specify the number of questions, just say 925 variables in 10 chapters

<sup>7</sup> The percentage is calculated on a total of 17 countries that responded to the survey

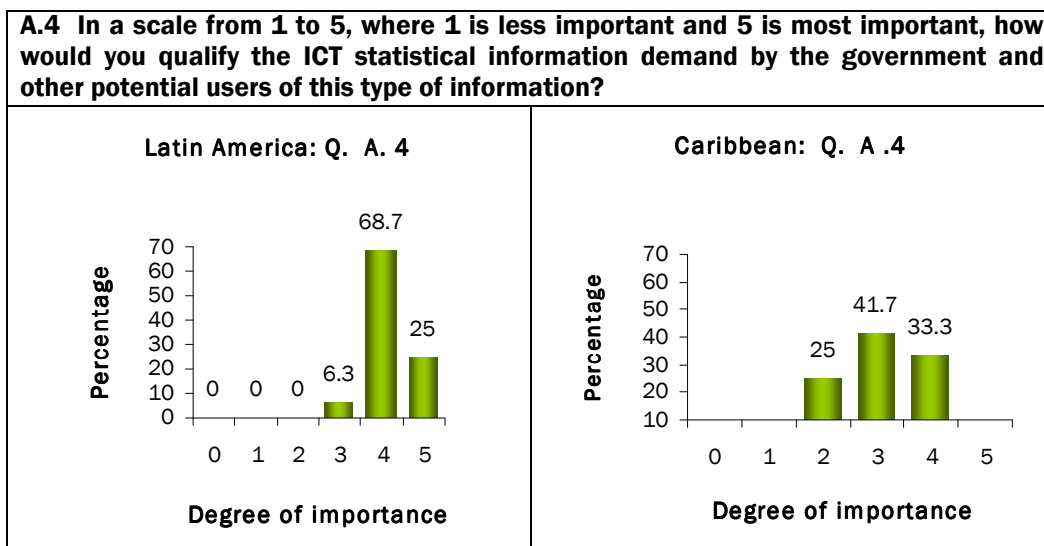
Preg A.2 Has your Institution included some of the key questions on ICT access and use in the conduction of census, surveys or other statistical operations between 2009 and 2010?																				
Countries Caribbean		Yes	Population and Housing Census		Multi-purpose household surveys or living conditions surveys		Employment or income and expenses surveys		Census or surveys of businesses from the commerce or service sector		Census or surveys of industrial facilities (Manufacturing Sector)		Technological innovation surveys		Specific surveys on ICT access and use by households and individuals		Specific surveys on ICT use in businesses		Continuous Household Survey (quarterly)	
			2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010	2009	2010
Number of questions including																				
1	Anguilla	x	-	-	5	-	-	-	-	-	-	-	-	-	11	-	-	-	-	-
2	Bahamas	x	-	2	-	-	5	-	-	-	5	-	-	-	-	-	-	-	-	-
3	Barbados	x	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	Bermuda	x	-	3	-	-	-	-	-	10	10	10	-	-	-	-	-	-	-	-
5	British Virgin Islands	x	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6	Cayman Islands	x	-	6	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-
7	Dominica	x	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8	Grenada	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	Jamaica	x	-	-	-	12	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	Montserrat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11	R. of Trinidad & Tobago	x	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12	St. Kitts And Nevis	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13	Suriname	x	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2
14	Turks and Caicos Islands	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total countries 14</b>		<b>10</b>																		
<b>Total Questions</b>			<b>0</b>	<b>27</b>	<b>15</b>	<b>12</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>15</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>
Total country by research			0	7	4	2	2	0	0	1	2	1	0	0	1	1	1	0	0	0
<b>*Percentage (%)</b>		<b>71.4</b>	<b>0.0</b>	<b>50.0</b>	<b>28.6</b>	<b>14.3</b>	<b>14.3</b>	<b>0.0</b>	<b>0.0</b>	<b>7.1</b>	<b>14.3</b>	<b>7.1</b>	<b>0.0</b>	<b>0.0</b>	<b>7.1</b>	<b>7.1</b>	<b>7.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

<sup>8</sup> The percentage is calculated on a total of 14 countries that responded to the survey

Likewise, considering the response of the interviewees, we may state that the ICT statistics will have a greater participation in the future, because 93.8% of the countries of Latin America and 75.0% of the Caribbean declared that they would include ICT modules in their studies.



The charts corresponding to question A.4 show that in the Latin America countries the government and other potential users of this type of information give a greater importance to the demand of statistical ICT data. 25% and 68.7% of these countries gave a score of 5 and 4 points respectively, while in the Caribbean no country gave the maximum score (5 points) and scarcely 33.3% gave a score of 4 points.



Question A.5 *Why has your institution not started the harmonized ICT measurement process in the households?*, had to be answered by those who in question A.1 declared that the statistics on information and communication technologies were not part of the regular survey program of the institution. In this case, only Nicaragua in Latin America and Turks and Caicos Islands, and Saint Kitts and Nevis in the Caribbean answered this question, so therefore it was not necessary to show these results in a chart.

In the case of Nicaragua, the reason for not having initiated the harmonized process of ICT statistics is because they do not have the necessary budget. Saint Kitts and Nevis gave the same answer and they informed that they did not rely on trained personnel on the matter. On the other hand, in Turk and Caicos Islands they answered that they lacked the experience, did not rely on trained personnel in the matter and that no surveys had been made with ICT questions.

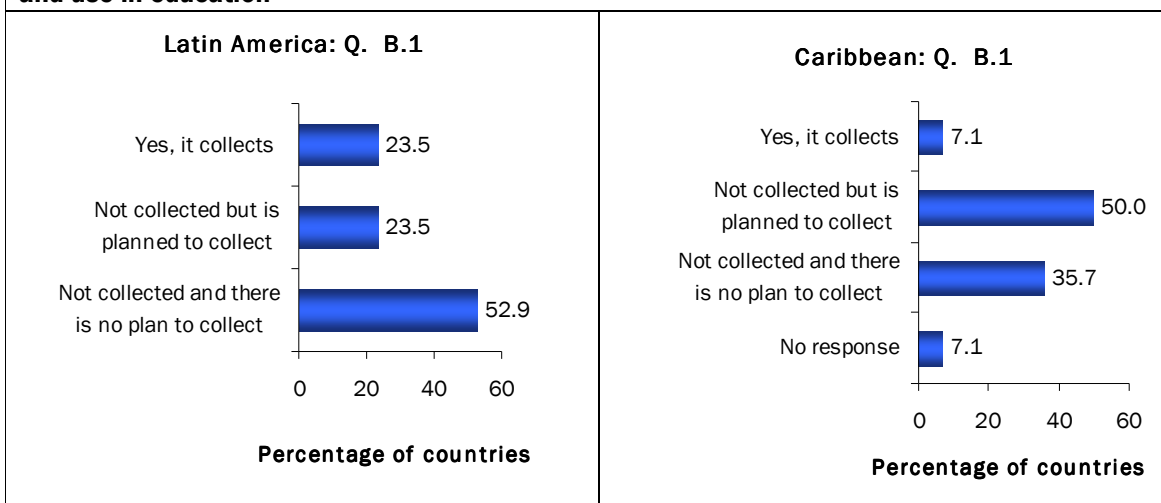
With regard to question A.6 *If your institution had the economical means and trained personnel in ICT measurement, would it be interested in including an ICT module in some of the regular surveys?*, it was not considered necessary to illustrate it because it had the same filter as the former one. It should be mentioned that this question was answered by several countries that did not have to do it. In the three cases: Nicaragua, Turk and Caicos Islands and Saint Kitts and Nevis they answered that they were interested in including an ICT module in some of their regular surveys, insofar as they had the economical means and trained personnel available.



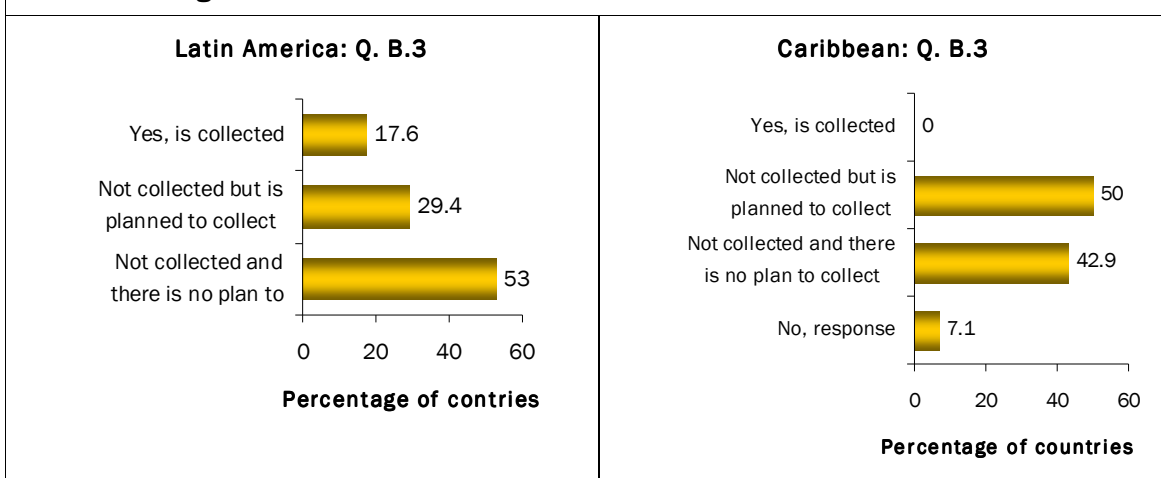
## B) Elaboration of Complementary ICT Indicators

Both in Latin America and the Caribbean, the collection of statistics on access and use of ICT in education and the government is being done in a very limited way. However it should be highlighted that in the case of the Caribbean, although they practically do not collect this type of data (only 7.1% in education), 50.0% of the countries plan to collect it both for education and government. It is concerning that in Latin America 52.9% of the countries do not collect nor plan to collect ICT statistics in education and government.

### B.1 Does the Statistical Institute or Office collect or plans to collect statistics on ICT access and use in education



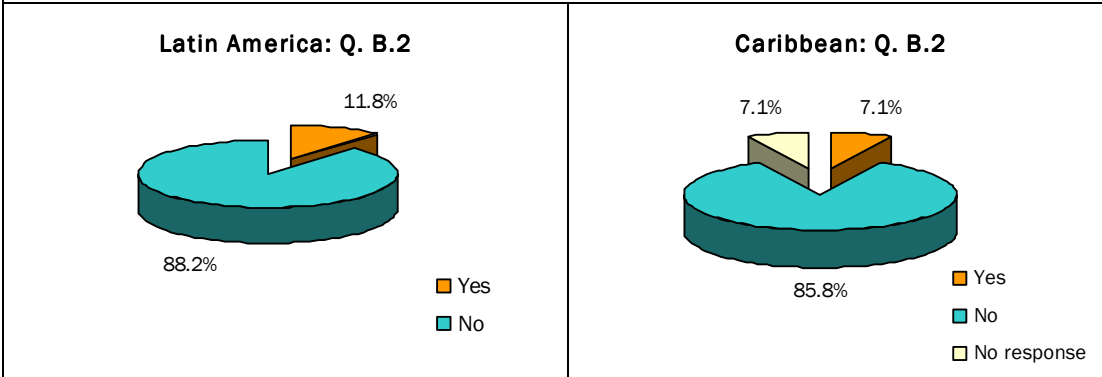
### B.3 Does the Statistical Institute or Office collect or plans to collect statistics on ICT access and use in the government?



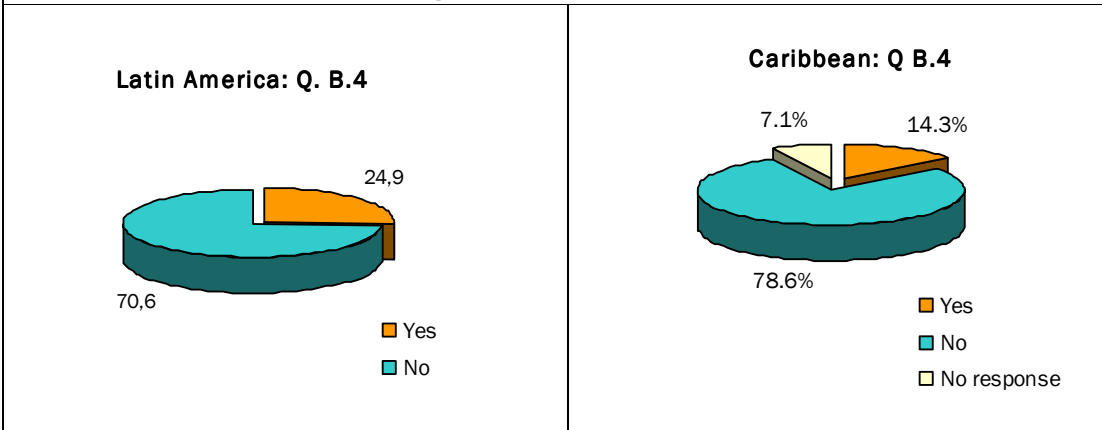
Considering the results above, we hope that the statistical institutes do not advise massively some governmental office or organism in the elaboration of statistics on access and use of ICT in education and government. As can be seen in the charts of questions B.2 and B.4, barely 11.8% of the NSOs of Latin America advises some other governmental office or organism in the elaboration of statistics on access and use of ICT in education, with regard to definition of collection methodologies, frameworks and standards. Likewise, in the Caribbean, with barely 7.1%, we observe that this practice is very poor, as well as in Latin America.

In the government sector, the participation is somewhat higher, but this practice is still poor, both in Latin America and the Caribbean (24.9% and 14.3% respectively).

**B.2 Does the Statistical Institute or Office assist any other offices or government organizations in the production of statistics on ICT access and use in education (definition of collection methodologies, frameworks and standards)?**

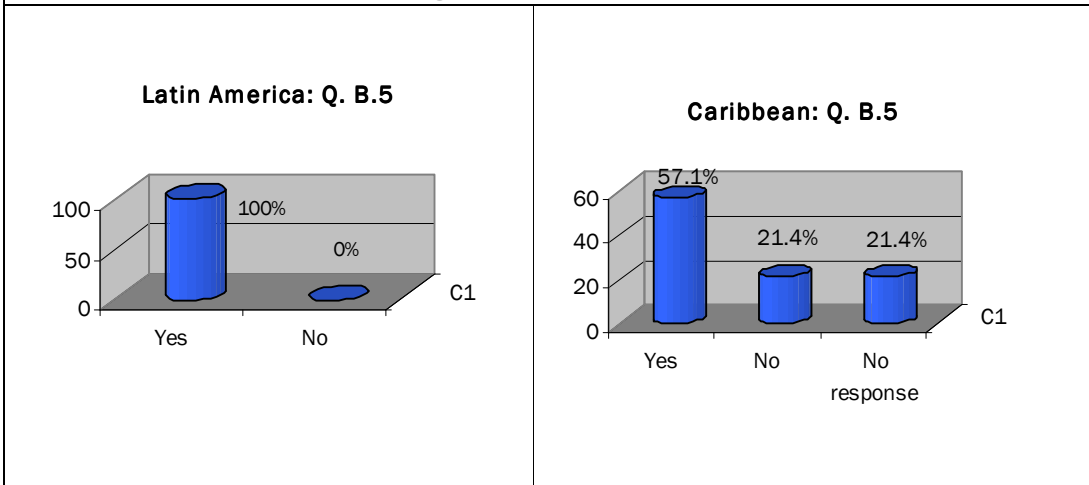


**B.4 Does the Statistical Institute or Office assist any other offices or government organizations in the production of statistics on ICT access and use in the government (definition of collection methodologies, frameworks and standards)?**



All the interviewed Latin American countries agree that the NSOs, as governing organisms of the national statistical systems, should lead the generation process of ICT statistics in areas such as education, government and health. Nevertheless, in the case of the Caribbean, most countries (57.1%) answered affirmatively to this question.

**B.5 Does the Statistical Institute or Office assist any other offices or government organizations in the production of statistics on ICT access and use in the government (definition of collection methodologies, frameworks and standards)?**



The following table puts forward the opinions of each one of the countries on how OSILAC and the Working Group could contribute to the coordination among the different statistical data producers in each country. The Table shows that a great part of the Latin America and Caribbean countries and territories understands that the best way for the OSILAC and the Working Group to support this activity is to train the NSOs on the correct form to collect ICT data. They also understand that both must work jointly with the organisms involved in this practice and to do a permanent follow-up of the ICT statistics.

<b>*B.5.1 How could OSILAC and the Working Group on ICT of the SCA contribute to the coordination among the different statistical data producers in each country?</b>	
<b>Countries</b>	<b>Latin America</b>
Argentina	Continuing with the proposals of harmonized indicators, mutually agreed by the countries, privileging a program of common indicators, not too ambitious, but accessible to the greatest number of countries possible.
Bolivia	Of course, because it a relatively new subject, and we've just...
Brazil	Through the technical and institutional support of the NSOs
Chile	<p>The work of OSILAC can be essential to</p> <ol style="list-style-type: none"> <li>1) Generate and maintain the data updated at level of the member countries</li> <li>2) Create and maintain a provision of surveys and measuring instruments which can be used to ease the burden of starting to design these instruments, both for households, individuals, businesses and governments.</li> <li>3) Create a generation and maintenance system of knowledge among the Experts that participate in these initiatives at least at level of the statistical institutes.</li> </ol>

Colombia	In two ways: first, organizing and calling for meetings where regional agreements can be achieved with regard to the goals and statistical products of this kind, which take into account the common policy objectives set forth. Second, designing, dealing with and/or offering training spaces for the different NSOs on design, implementation and interpretation of this kind of statistical operations.
Costa Rica	Supporting national workshops, providing trainers and some partial financing; workshops that can be organized by the Coordination Area of the SEN of INEC. Assistance in the inter-institutional management strategies
Cuba	Systematize international meetings and exchanges, which foster the permanent ICT learning, mainly with leading countries with experience and developing ones for the instrumentation, equipment and projects in the permanent follow-up of information and communication statistics.
Ecuador	Coordination with the different Ministries involved.
El Salvador	No comments
Mexico	Promoting regional participation spaces oriented towards the standardization in the generation of basic statistics for the areas in charge of this function both in the NSOs and in the government regulatory organisms of the sectors under discussion. Activate the joint attention of the responsible ministries and the NSOs for the generation of standardized indicators.
Nicaragua	Organizing workshops to draw the attention on the use and importance of the ICT measurement in the countries and the regional comparability, and to deal with the necessary resources to create a base line for the study and harmonization of the indicators.
Panama	I suggest maintaining the ICT measurement as a relevant subject of the SCA plans and programs. It also has to maintain and promote the collaboration spirit among countries and colleagues of the region. It is also suggested to stimulate and finance regional workshops on ICT issues.
Paraguay	No comments
Peru	The sectors such as Education, Health and Government have the administrative registers and valuable data sources but they are not always updated, they are not systematized, there are no series, they present some problems and therefore cannot be used, and I think that OSILAC - ECLAC could have a mediating role, it could be fostered that these meetings or workshops are also attended by representatives of these sectors and integrate them in a large data system which allows incorporating them so that they feel committed to this great activity, it would be a good coordination space to know the real situation of these registers and improve their administrative registers on this matter.
Dominican Republic	Offering training in the NSOs that need it for the implementation and development of ICT statistics in those areas.
Uruguay	Helping the countries to implement coordination policies in the standardized data generation and that these are implemented and used. Generating commitments. Maybe helping with the budget sometimes, especially at the beginning.
Venezuela	No comments.

\* In question B.5.1 it was decided to leave the opinion of each country in the way they expressed it.

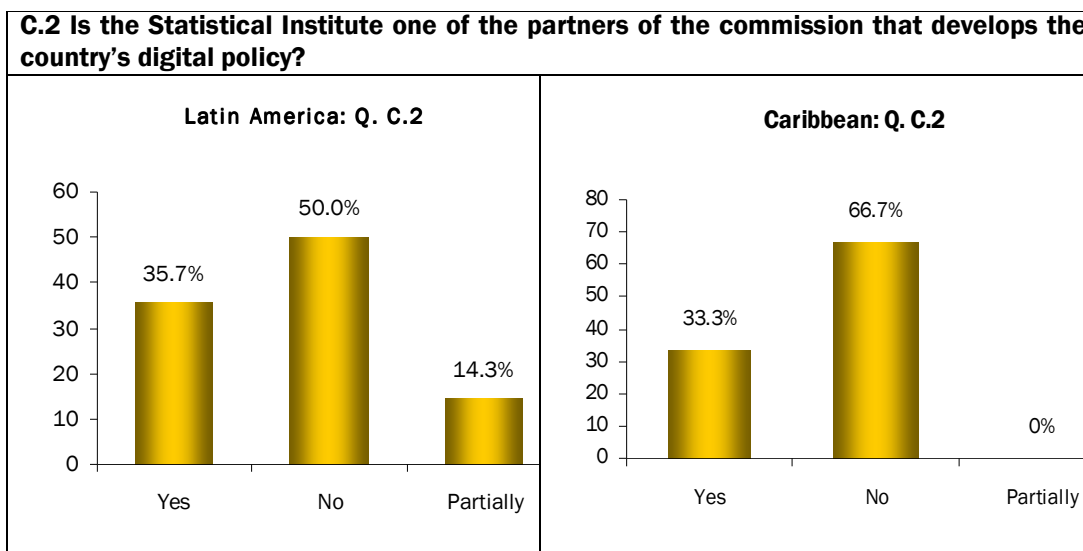
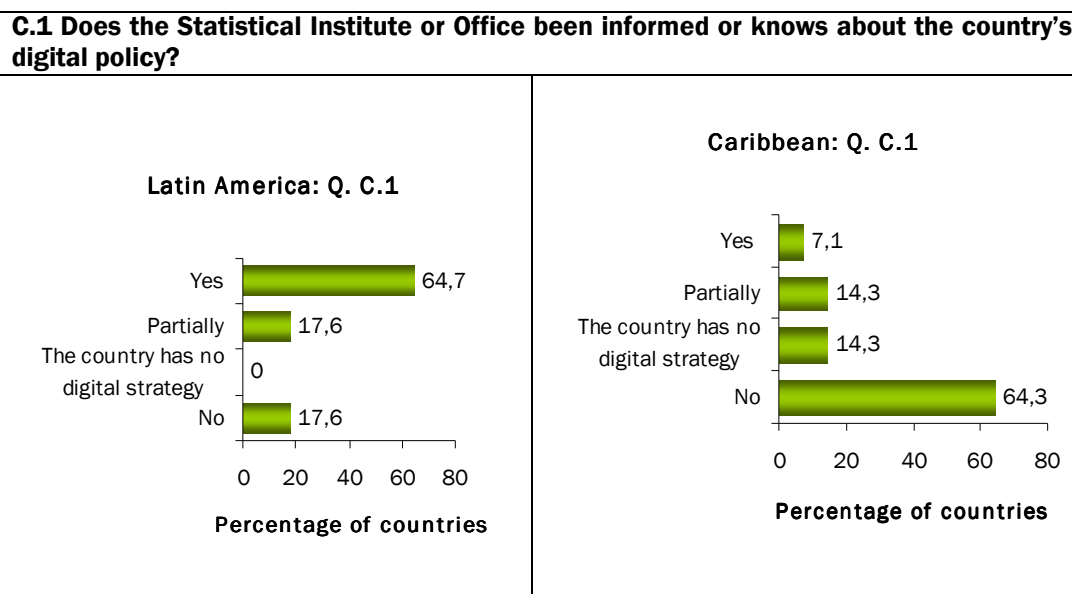
<b>*B.5.1 How could OSILAC and the Working Group on ICT of the SCA contribute to the coordination among the different statistical data producers in each country?</b>	
<b>Countries</b>	<b>Caribbean</b>
Anguilla	Advocacy and informing departments of government that they do not have such statistical capacity or understanding of survey design and analysis.
Bahamas	No comments
Barbados	Technical assistance in developing human capacity for analyzing ICT phenomena.
Bermuda	No comments
British Virgin Islands	Apart from collaborative efforts between the Development Planning Unit and the Telecommunications Regulatory Commission with regards to the collection of ICT statistics there is limited coordination between other stakeholders both public and private. OSCILAC and the SCA's Working group on ICT can assist in re-iterating the importance of ICT statistics on the national as well as regional level especially how such information can be used for policy generation and for comparative purposes. In addition expertise on survey design, implementation and analysis would also be useful.
Cayman Islands	No comments
Dominica	In cross-ministerial training
Grenada	No comments
Jamaica	No comments
Montserrat	No comments
R. of Trinidad & Tobago	I think if the CSO attend this process, then an agreement should be made with OSILAC & CSO to pioneer the collection of this new statistics in Trinidad & Tobago. Collaboration would be made internally with the CSO and these other government ministries: Education, Health, Public Administration. CSO can then report their progress or lack thereof back to OSILAC. These institutions may not respond to OSILAC efforts directly.
St. Kitts And Nevis	No comments
Suriname	No comments
Turks and Caicos Islands	No comments

\* In question B.5.1 it was decided to leave the opinion of each country in the way they expressed it.

### C) Knowledge of the Digital Strategy and Uses of the ICT Indicators

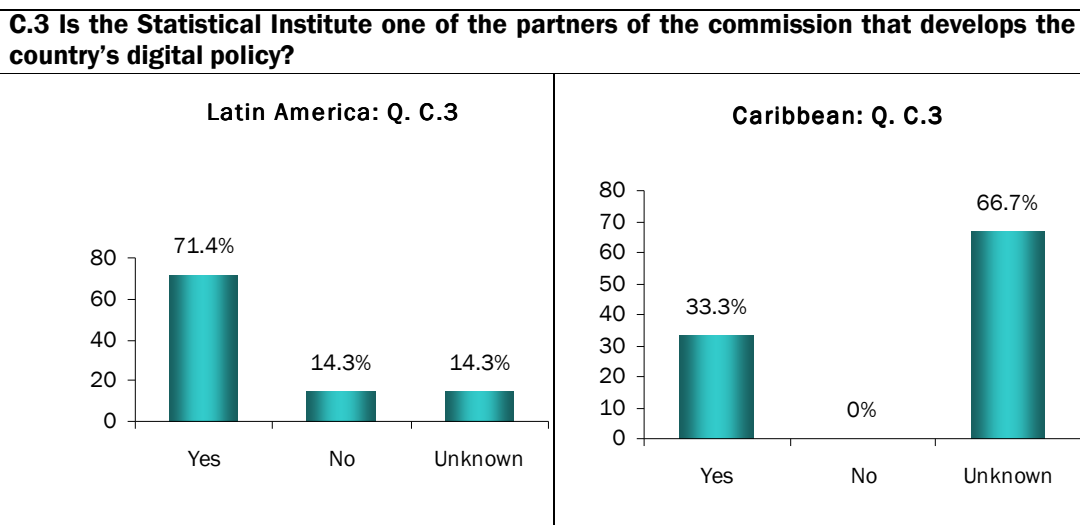
In most Latin America countries, the institutes of statistics have been informed or know the national digital policy (64.7%), unlike the Caribbean countries and territories where scarcely 7.1% knows or has been informed about this policy.

In spite of the high level of knowledge of the digital policy in the countries of Latin America, only 35.7% of the institutes of statistics declared to integrate the commission conducting the digital policy in their country. Among the countries and territories of the Caribbean, 33.3% of the statistical institutes are part of this commission.

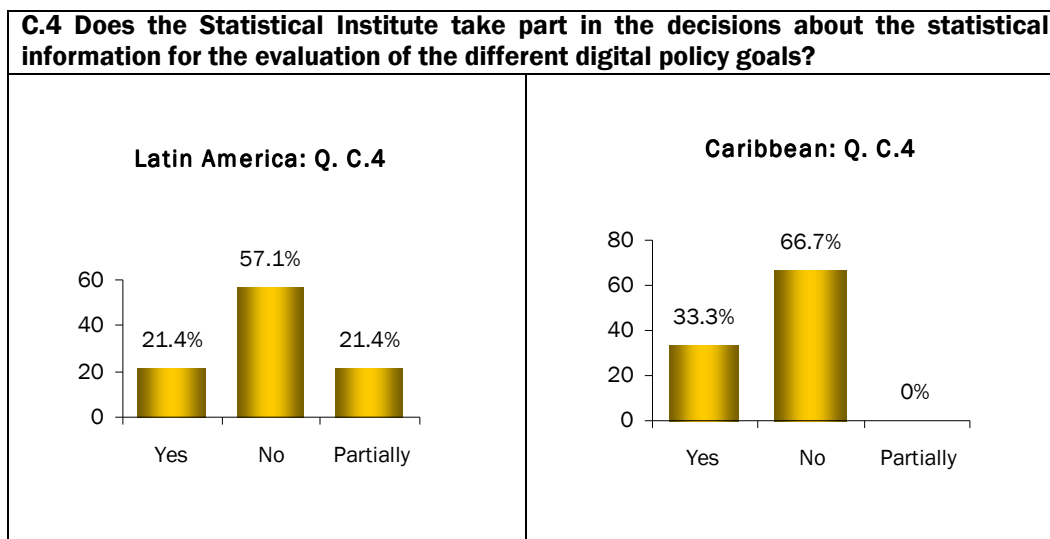


According to the results of question C.3, in the case of Latin America a great proportion of the countries (71.4%) assures that the digital policy agenda considers the construction of indicators for evaluating the policies which it pretends to

implement. Nevertheless, among the Caribbean countries and territories, the great majority ignores the answer to this question (66.7%) and only the remaining 33.3% affirms to consider it.



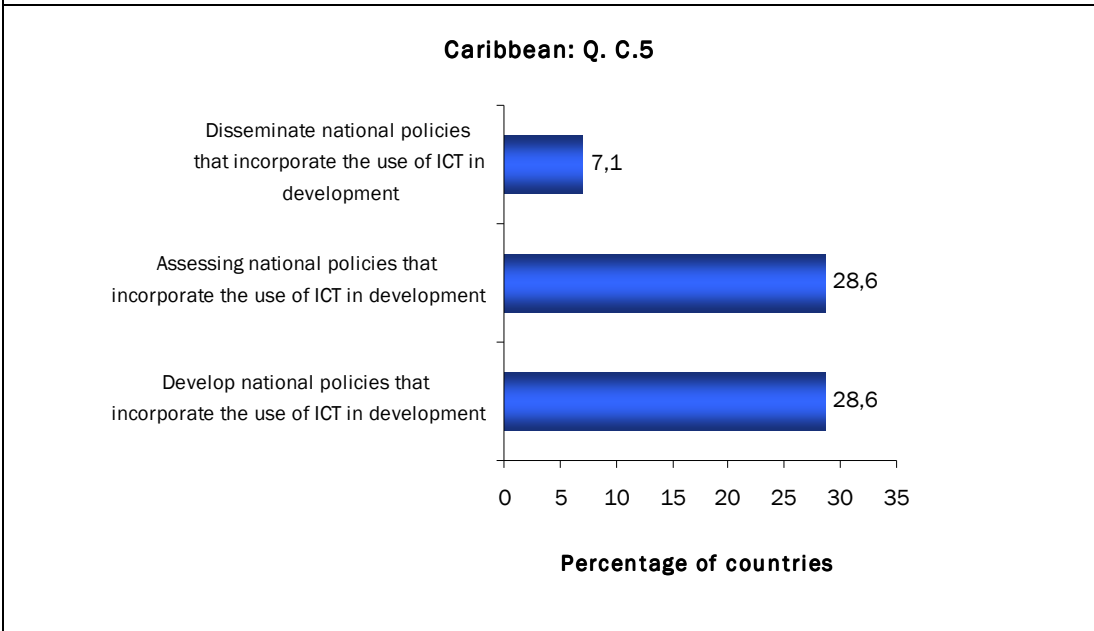
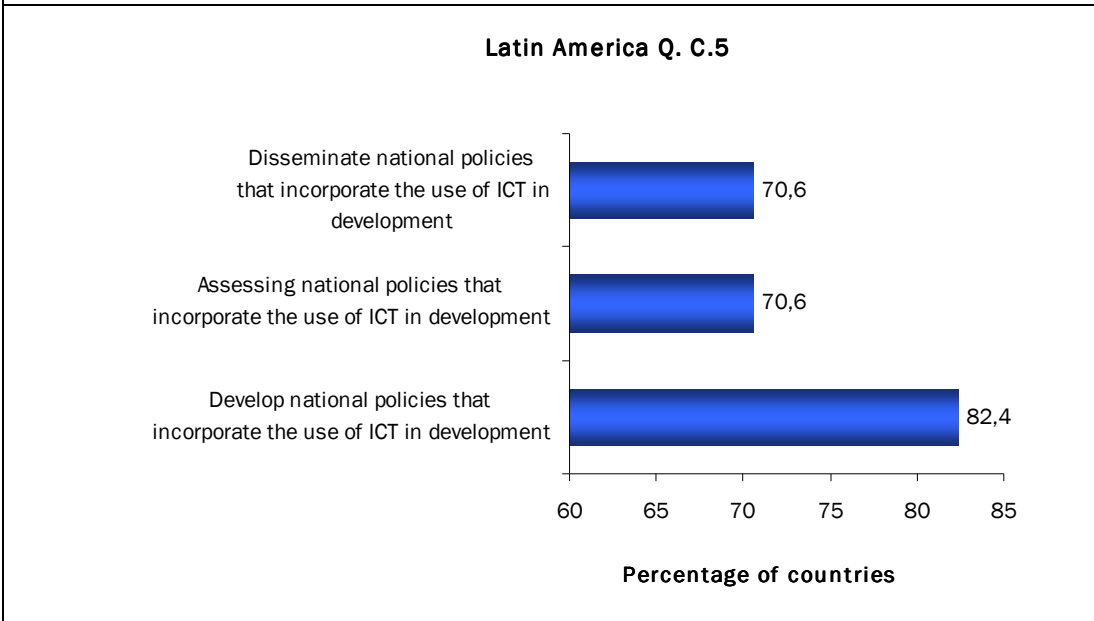
The data obtained from question C.4 show that in Latin America, the institute of statistics participates, in a very small proportion, in the decisions on the statistical data for evaluating the different goals of the digital policy, showing that barely 21.4% of the countries do it. In the Caribbean, the percentage is also low, considering that only 33.3% of the institutes of the countries participate in the decision taking processes.



According to the results shown in the precedent charts, we observe, on one hand, that among the institutes of statistics in Latin America, the ICT indicators produced within the government organism are used mainly to formulate national policies which incorporate the ICT use for development (82.4%). These indicators are also used to “Disseminate national policies that incorporate ICT in development” and to “Evaluate national policies that incorporate the ICT use in development” (70.6% in both cases). On the other hand, for the Caribbean countries and territories we

observe that the most frequent uses of those indicators are “Evaluate national policies that incorporate the ICT use in development” and “Formulate national policies that incorporate ICT use in development”, but in a much less extent than in Latin America (28.6% in both cases).

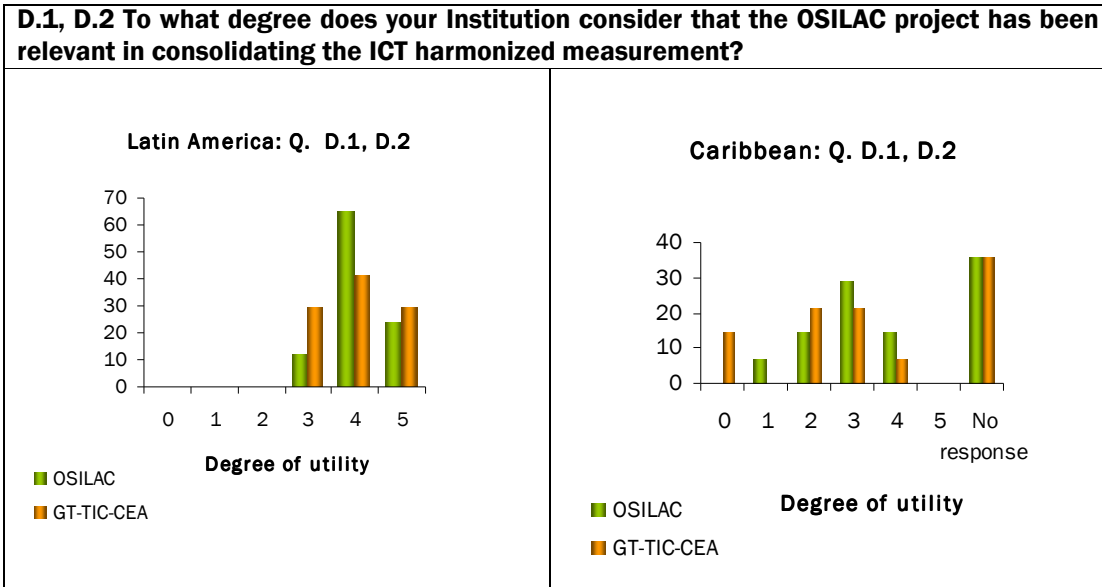
**C.5 Is it possible for the Statistical Institute or Office to identify other uses of the ICT indicators inside the country’s government agencies?**





**D) Participation and Evaluation of the Activities of OSILAC and the Working Group on ICT of the SCA**

The following charts show that the projects of both OSILAC and the WG-ICT of the SCA have been relevant for consolidating the ICT harmonized measurement in the Latin American countries; OSILAC has stood out a little more, especially in the Caribbean.



In relation to the experience of the countries interviewed by the project of OSILAC and the WG-ICT of the SCA, it is worth mentioning that, both in Latin America and the Caribbean, many countries did not specify their experience with OSILAC and the WG-ICT of the SCA, considering that they gave it an important score to the degree of usefulness in the consolidation of the ICT harmonized measurement in the previous point.

Next, there is a table containing each one of the experiences of the countries of Latin America and the Caribbean with OSILAC and the WG-ICT of the SCA.

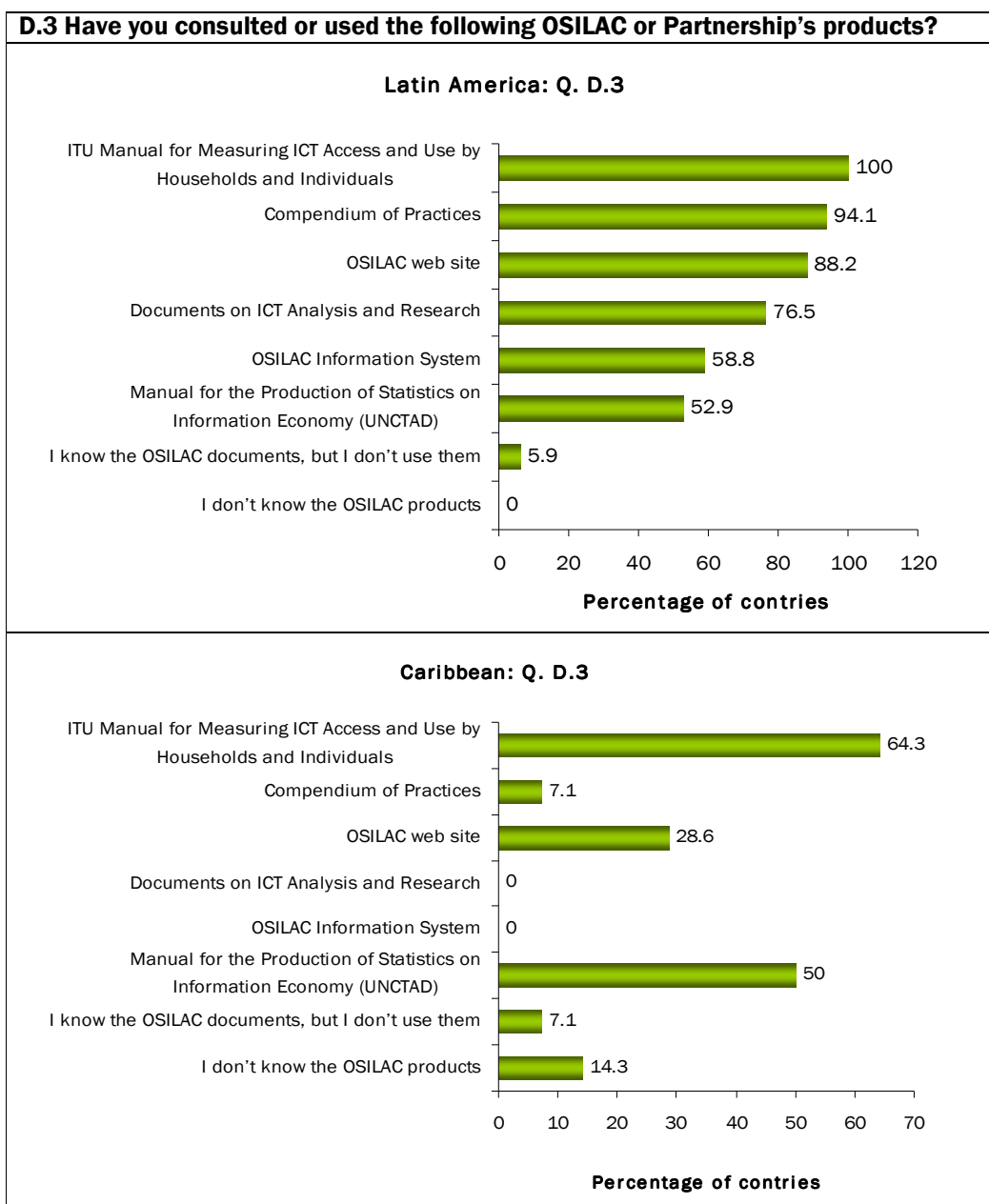
As can be seen in the table corresponding to question D.1.1 and D.2.1, the harmonization work developed by OSILAC and the WG-ICT of the SCA has been very important for the ICT development, especially in the Latin American countries.

<b>D.1.1, D.2.1 Talk about your experience with the OSILAC and WG-ICT-SCA project</b>		
<b>Countries</b>	<b>Latin America</b>	
	<b>OSILAC</b>	<b>WG-ICT-SCA</b>
Argentina	No comments	No comments
Bolivia	The questions incorporated in the questionnaire Eh-2009 have been suggested by the OSILAC project.	We have just incorporated the questions in EH-2009, so we cannot tell yet that ICT measurement is consolidated.
Brazil	It has been one of the main institutions to promote the discussion on the subject in the IBGE.	No comments
Chile	No comments	Chile has not yet started this process
Colombia	The incorporation of ICT modules in some of the statistical operations of the DANE, and also the definition of the indicators, has been made considering the methodological outlines of OSILAC. Of course, based on the experience and knowledge of the technical staff, the DANE has defined the design of the questions and the adaptation of the manuals to the context of particular needs	The DANE believes that the role played by the ICT Groups of the SCA has been important in this sense, because it means to rely on a regional leadership that enables the coordination of some of the most significant progresses in the ICT measurement by the countries. Additionally, the DANE has received the assistance of other international organisms (CANDANE, UNCTAD, the Andean Community) through technical manuals and courses on ICT measurement
Costa Rica	It has been the reference for the definition of the conceptual framework and the definition of the indicators to be included in the household surveys; in this sense, it has oriented about what it is essential, although the requirements are higher to what is possible for a multi-purpose household survey	It has allowed boosting the OSILAC work. On fostering the regional agenda, the institution has gained importance, although it is necessary to advance towards measuring other areas such as ICT in the businesses, education and government
Cuba	It allows to set goals for the follow-up and behavior of these indicators related to the ICT, and to the availability of a informatics' network, which promote the new progresses and actions, relevant work, courses and training of technicians and skilled persons	It allows identifying the scenarios and the most important elements for sustaining the analysis at country and regional level
Ecuador	It is very important, because Ecuador already relies on ICT indicators at household and individuals' level	No comments
El Salvador	No comments	No comments
Mexico	It has helped in the standardization of the generation process of ICT statistics	The disclosed documents are a valuable reference support and they are very useful for the development of the measurement of these indicators
Nicaragua	No comments	No comments
Panama	Through the collaboration and participation opportunity among the members of the OSILAC group	It is a group with a relevant weight in the SCA and it becomes a bridge for boosting the harmonized measurement
Paraguay	No comments	No comments
Peru	No comments	It has been relevant to consolidate the harmonized measurement, it has allowed to consider an important subject in the institutional activities
Dominican Republic	Consultation of the Compendium of Practices for the harmonization criteria on the definition of indicators and questions on ICT	The group has encouraged the countries to collect ICT statistics in their surveys. It has also been relevant due to the experience exchange thanks to the workshops of the ICT Group.
Uruguay	No comments	No comments
Venezuela	No comments	No comments

<b>D.1.1, D.2.1 Talk about your experience with the OSILAC and WG-ICT-SCA project</b>		
<b>Countries</b>	<b>Caribbean</b>	
	<b>OSILAC</b>	<b>WT-ICT-SCA</b>
Anguilla	Anguilla attended an OSILAC sponsor workshop which was quite stimulating and informative. The challenge is to extend the relevance and importance of such data throughout the government.	Work emanating from workshop allowed for more focused work in this area.
Bahamas	No comments	No comments
Barbados	No comments	No comments
Bermuda	Not positioned to comment	Not positioned to comment
British Virgin Islands	No comments	Within the Development Planning Unit and the government as a whole there is limited knowledge regarding the role and work thus far of the SCA Working group on ICT
Cayman Islands	No comments	No comments
Dominica	Have no experience	No comments
Grenada	No comments	No comments
Jamaica	The "Manual for Measuring Access to, and Use of Information and Communication Technologies by Households, Individuals and Businesses" have been useful in the development of ICT indicators that support harmonized measurement of the Information Society. Jamaica has also benefited from Training on Information Society Measurement techniques for the Caribbean.	Jamaica has only had initial discussions with OSILAC concerning assistance to conduct a comprehensive ICT Survey in the English speaking Caribbean to produce a common set of internationally comparable ICT indicators
Montserrat	No comments	No comments
Republic of Trinidad & Tobago	I have attended 2 workshops on this:  A) 5th Regional Workshop on Information Society Measurement in Latin America & the Caribbean - April 6th to 9th 2009 Rio de Janeiro Brazil B) 1st Capacity Building Workshop on Information Society Measurement in the Caribbean - Jan 26th - 28th 2009 Port of Spain, Trinidad  Based on my attendance: I have benefited tremendously from the information and experiences shared. I was instrumental in getting 3 ICT use indicator questions onto the 2010 Census form. A project proposal for an ICT Business Survey indicators survey has also been prepared.	I am not a member of the SCA Working group on ICT so I am not in a position to judge their influence on the harmonized ICT. I have read some UNCTAD and ITU manuals on the indicators but not sure about their influence to the final output.
St. Kitts and Nevis	No comments	No comments
Suriname	The OSILAC made the importance clear to collect data on this matter. Not much attention was paid before to those indicators.	
Turks and Caicos Islands	Our office in all fairness cannot comment on this question since we are not quite familiar with the OSILAC project and it would be unfair to the project.	We cannot comment.

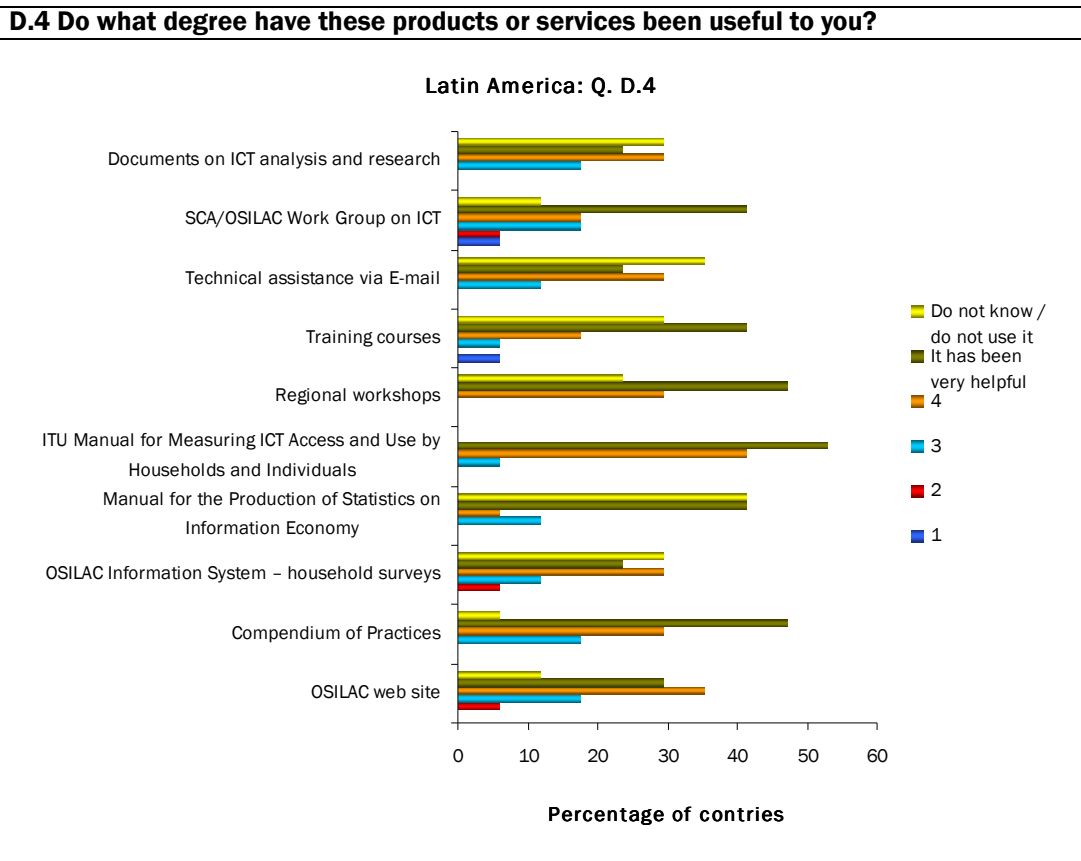
In the countries of Latin America and the Caribbean, the product most consulted or used is the Manual for Measuring ICT Access and Use by Households and Individuals of the ITU; 100% of the Latin American ones and 64.3% of the Caribbean ones, use this product.

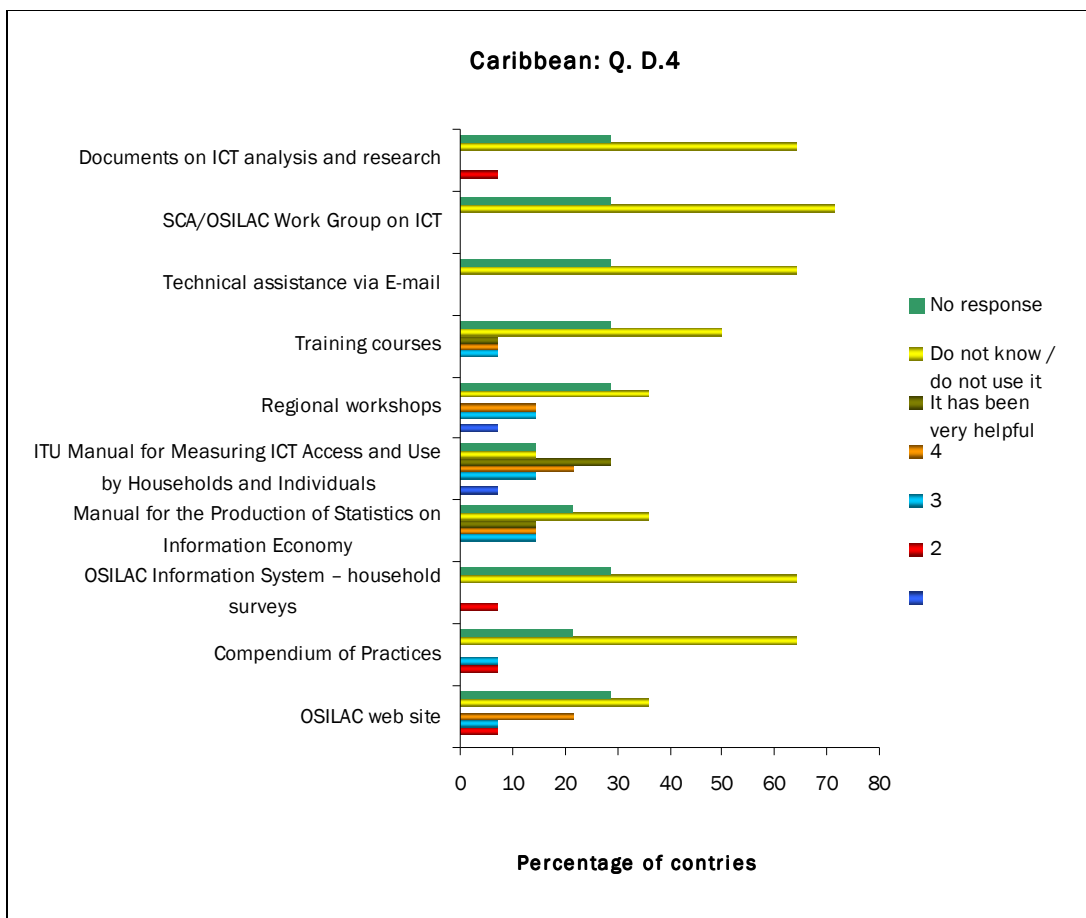
In general, in Latin America the knowledge and use of the OSILAC products is greater than in the Caribbean, where 14.3% of the countries does not know the OSILAC products and 7.1% declared to know the OSILAC products, but do not use them. Likewise, in Latin America the most consulted or used products, after the said Manual, are the Compendium of Practices, OSILAC's website and analysis and study documents on ICT. The Caribbean's greatest consultations and uses are for the Manual for the Production of Statistics on the Information Economy (UNCTAD), the OSILAC's website and the Compendium of Practices.



It is consistent with the former that the highest percentage of Latin American countries identified as “very useful” the Manual for Measuring ICT Access and Use by Households and Individuals of the ITU (52.9%) and the Compendium of Practices (47.1%). It must be included to this group the usefulness identified for the regional workshops (47.1% of these countries identified that they have been very useful).

Other products or services identified, that showed an important level of selection by many countries in the category very useful, were the Manual for the Production of Statistics on the Information Economy, the training courses and the Working Group of ICT of the SCA, all with 41.2%. Furthermore, it is possible to observe important percentages given to the score of 4 points (Manual for Measuring ICT Access and Use by Households and Individuals of the ITU, 41.2%; OSILAC’s website, 35.3%; Compendium of Practices, OSILAC Information System, regional workshops, technical assistance through the e-Mail, analysis and study documents on ICT, the latter with 29.4%).

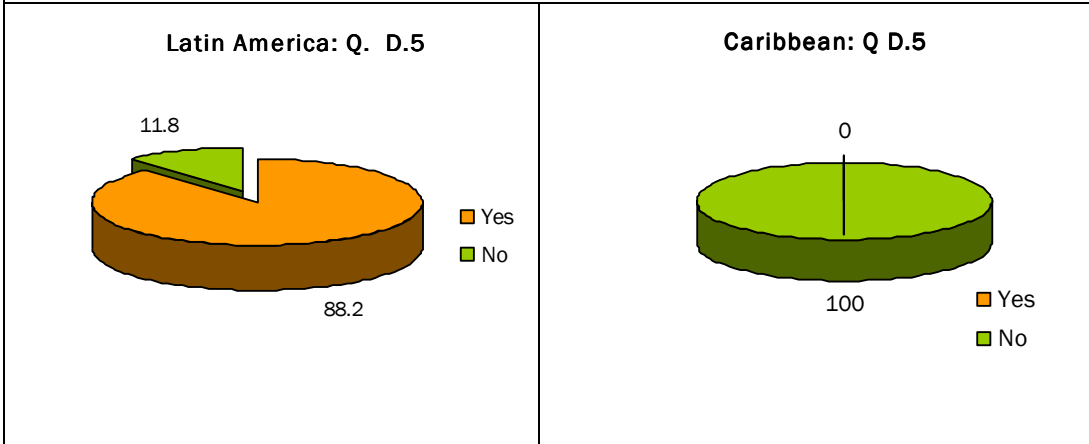




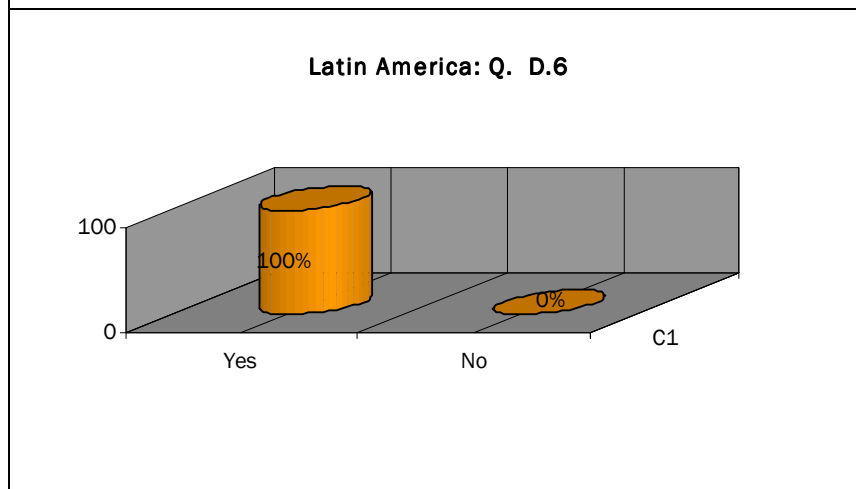
On the other hand, in the Caribbean prevails the unfamiliarity with the products and services; 71.4% of the Caribbean countries and territories does not know the Working Groups on ICT of the SCA, 64.3% does not know the Compendium of Practices, the OSILAC Information System, the technical assistance through the e-Mail and the analysis and study documents on ICT. Likewise, 50% of these countries does not know about the training courses. This is consistent with the fact that, in the Caribbean, none of the institutes participate in the OSILAC discussion list, while in Latin America, 88.2% participates.

As can be seen in the following charts, all statistical institutes of Latin America recognize the usefulness of this tool in order to foster the development of statistics and indicators for the access and use of ICT in the region and they are willing to be a part of an electronic forum promoted by the WG-ICT of the SCA. Concerning this last issue, 14.3% of the Caribbean countries and territories did not define if they were willing to participate in the forum; however, 85.7% said that they were willing to do it.

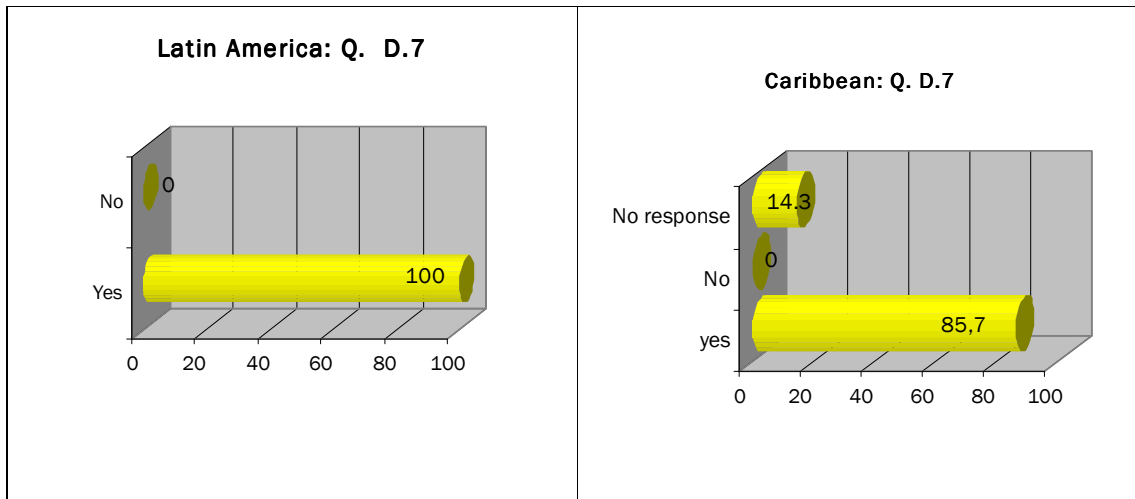
**D.5 Do you participate in OSILAC's discussion list?**



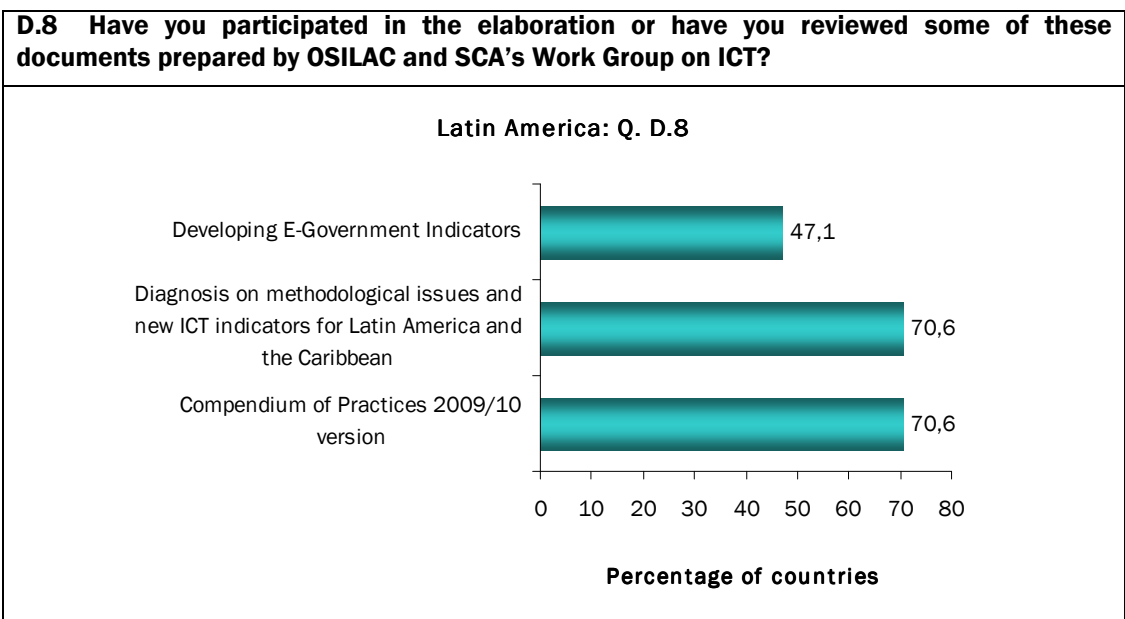
**D.6 Does the tool seem useful to you to foster the development of statistics and indicators on the ICT use and access in the region?**



**D.7 Are you willing to take part in an electronic forum promoted by the SCA's Work Group on Information and Communication Technologies?**



In relation to the participation of the countries of Latin America and the Caribbean, in the elaboration or revision of some of the documents prepared by OSILAC, we notice that most Latin American countries were involved in the elaboration or revision of the diagnosis on methodological issues and new ICT indicators for Latin America and the Caribbean and the Compendium of Practices version 2009/10. Likewise, in the Caribbean, only 28.6% of the countries participated in the elaboration or revision of the diagnosis on methodological issues and 7.1% participated in the development of e-Government indicators.





### Caribbean: Q. D.8



In the results of this section, we observe a differentiated behavior of the countries of Latin America and those of the Caribbean. Most of the Latin American countries interviewed have a good knowledge and qualify well the products of OSILAC and the Working Group of ICT of the SCA and they are involved in the work concerning the products of the Observatory. While the interviewed countries and territories of the Caribbean do not have a good knowledge of the products of the Observatory and the Partnership on Measuring ICT for Development, they assign a lower score to the products and services and they get less involved in the elaboration and revision of certain products.

The following tables, corresponding to question D.9, express the opinions given by the countries when answering the question on the products and services that they believe the OSILAC and the ICT Group should perform in order to maintain and improve the ICT harmonized measurement.

Q.D.9 What other type of products or services do you think that OSILAC and the Working Group on ICT of the SCA should perform in order to maintain and improve the ICT harmonized measurement?		
Latin America		
1	Argentina	No answer
2	Bolivia	To disseminate results of the countries with consolidated experiences
3	Brazil	No answer
4	Chile	To create and maintain a stock of questionnaires which include ICT questions in the countries of the region
5	Colombia	No answer
6	Costa Rica	No answer
7	Cuba	To work and advance in issues related to health and social services, with the use of interactive technologies and applications combined with methods and methodologies already approved, which harmonize the data of each country and its international equivalence.

8	Ecuador	Implementation of videoconferences, online sites
9	Salvador	No answer
10	Mexico	Similar regulatory documents for generating indicators in the sectors of education, government and health
11	Nicaragua	To create a financing program to create base lines for the ICT follow-up in the countries where there is no regular updating program of the data due to lack of financing.
12	Panama	No answer
13	Paraguay	No answer
14	Peru	No answer
15	Dominican R.	No answer
16	Uruguay	It would be essential to maintain training and updating courses. To raise consciousness in the countries and institutes of the importance of the ICT. To try to harmonize and create working groups to create new accessory indicators in addition to the already existing ones.
17	Venezuela	No answer

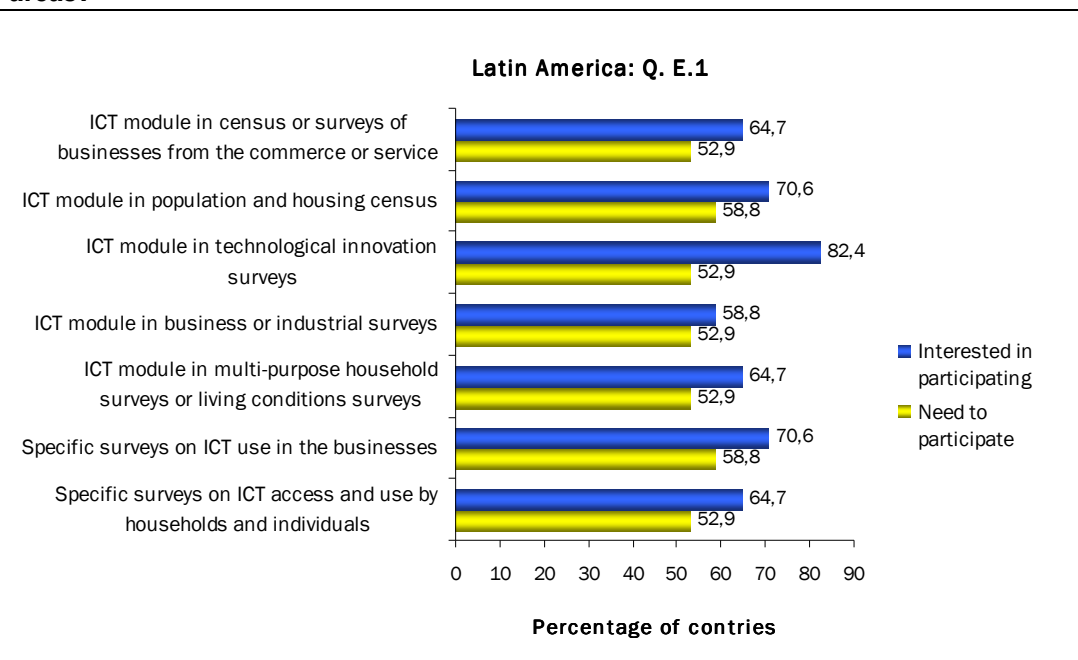
<b>Q. D.9 What other type of products or services do you think that OSILAC and the Working Group on ICT of the SCA should perform in order to maintain and improve the ICT harmonized measurement?</b>		
<b>Caribbean</b>		
1	Anguilla	Advocacy at the policy level and imploring of the need for quality data
2	Bahamas	No answer
3	Barbados	Establish closer links with CARICOM and collaborate on mutual work in the region.
4	Bermuda	No answer
5	British Virgin Islands	Additional training on ICT measurement and analysis targeting not only persons from Statistics Offices but other producers of ICT statistics.
6	Cayman Islands	No answer
7	Dominica	Presentation of a standard questionnaire for collection of the most needed indicators for countries who are conducting such survey for the first time. Additional questions can be included as the survey becomes continuous or institutionalized.
8	Grenada	No answer
9	Jamaica	No answer
10	Montserrat	No answer
11	R. of Trinidad & Tobago	1. There needs to be progress reports submitted by individual countries either semi-annually or annually detailing the following: A) Problems with the collection or computation of specific ICT Indicators per country. B) Possible solutions per country These are to be submitted to OSILAC.
12	St. Kitts and Nevis	No answer

## E) Training

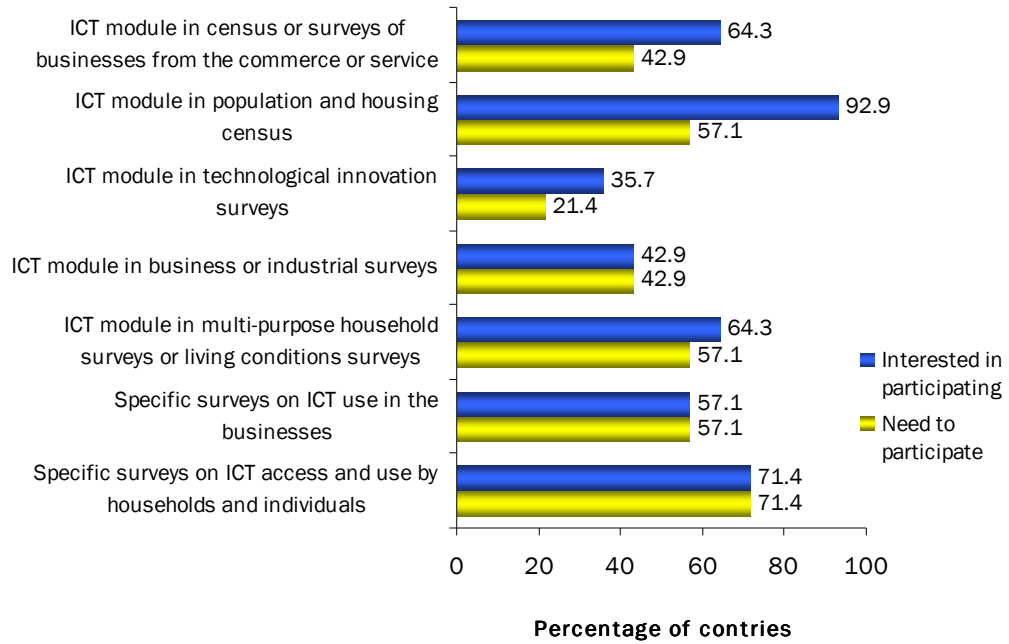
One of the objectives of this survey is to determine the INE's need and interest in training programs, and in identifying which areas require more training. When we observe the corresponding charts, there is a great interest, more than a need, in taking training courses, which guarantees a high participation in the future of the NSOs.

Nearly 50% of the countries of Latin America and the Caribbean feel the need to participate in training programs in all the areas included in the questions, and a higher percentage is interested in participating in training in certain areas; it is worth mentioning that in Latin America there is a special interest in participating in training on ICT module in technological innovation surveys (82.4%), specific surveys on ICT in the businesses (70.6%) and in ICT module in population and housing censuses (70.6%). Likewise, the Caribbean has a special interest in participating in training on ICT module in population and housing censuses (92.9%) and specific surveys on access and use of ICT by households and individuals (71.4%).

### E.1 Does your Institution feel it's necessary or would it be interested in participating in training programs for the implementation of ICT modules or surveys in the following areas?



### Caribbean: Q. E.1



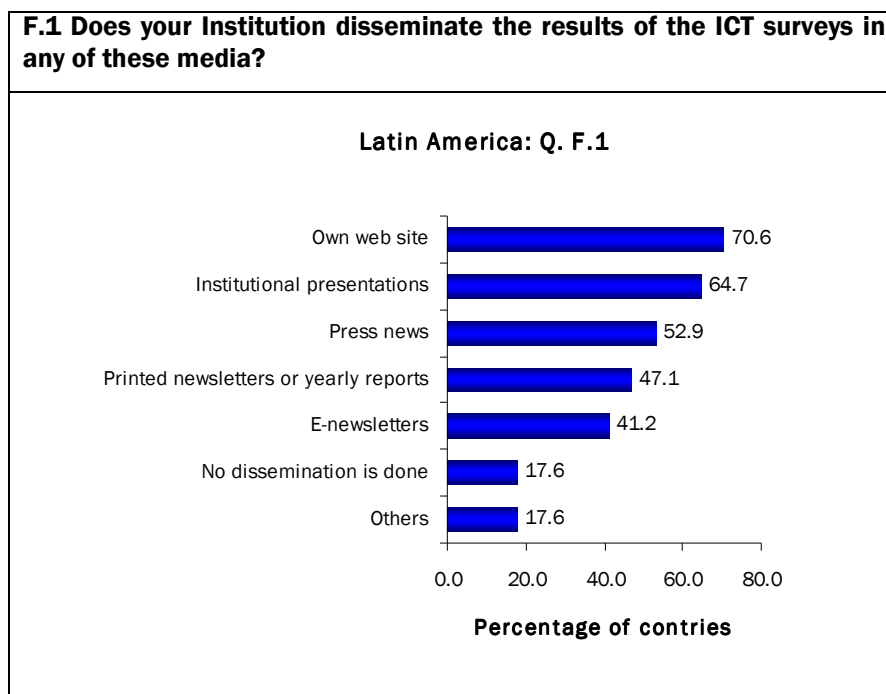
## F) Dissemination of Results by the National Institutes of Statistics

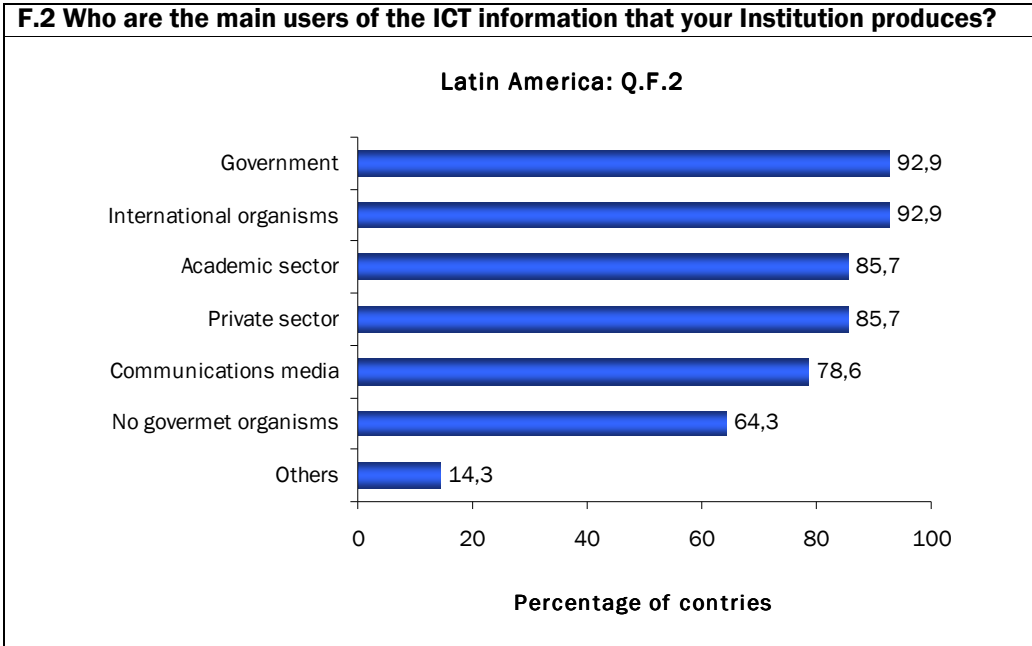
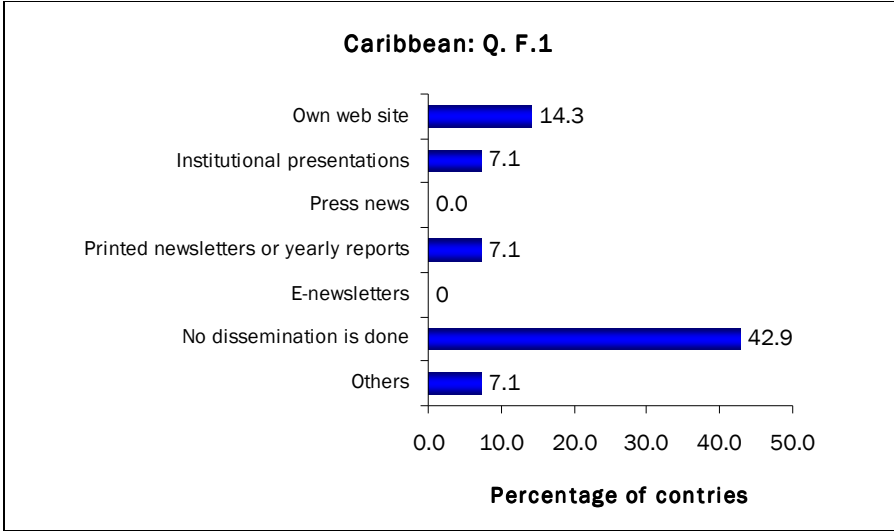
The most used media for disseminating the results of the ICT statistics in the NSOs is the own website of the institution, both in Latin America and the Caribbean. In Latin America, another important way of publicizing these data is the presentations, press releases, and printed and electronic bulletins. It should be emphasized that, for the Caribbean, very few countries answered this question and 42.9% answered that they do not disseminate the results.

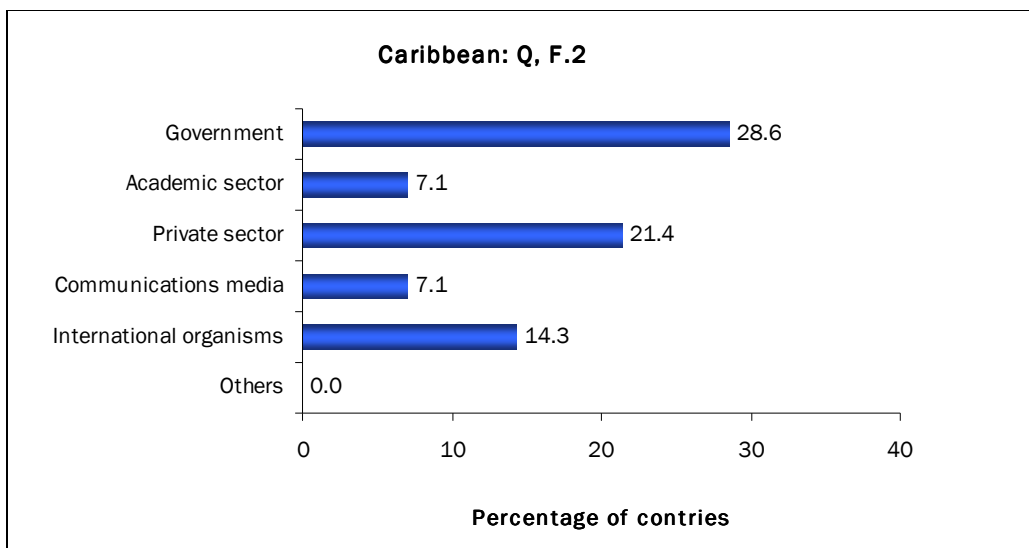
The preference of digital means for publishing results on ICT statistics and indicators could be attributed to the fact that these reduce costs considerably and the users save time when looking for information.

The chart of question F.2 shows that the main users of ICT data produced by the NSOs in Latin America are: “government” and “international organism” (both with 92.9%, followed by “private sector” and “academic institutions” (the latter with 85.7%). In relation to the Caribbean countries and territories, the users that most use these data are, as in Latin America, firstly: “government”, followed by “private sector” and “international organism”.

Finally, in the chart of question F3, regarding the different ways of enabling the access to the collected data on ICT, it should be noted that in Latin America this data is available in all the categories mentioned. In the case of the Caribbean, information is offered only through tabulations and charts, reports, presentations and researches available in Internet or through the own offices of the institutions.







<b>F.3 In which of the following ways is the access to the collected ICT information provided for the external users of your Institution and citizens in general? (multiple responses allowed)</b>	Percentage countries	
	Latin America	The Caribbean
Databases of the surveys are available for downloading via the Internet by all users	50.0	0.0
There is a system available online for the generation of tabulations and consultation of statistical aggregates	42.9	0.0
The collected information can be processed by external users in a data center authorized by the Statistical Office or Institute	57.1	0.0
The survey's databases are available for downloading via the Internet for a restraint group of authorized users or institutions	0.0	0.0
The survey's databases are provided directly in a digital format to a group of authorized users or institutions (CD-ROM, mail, ftp access, etc.)	50.0	0.0
The survey's databases are available for downloading via the Internet using elements of Web 2.0 (xml, RSS, etc.)	7.1	0.0
Access is provided to a set of tabulations and graphics which are available to all users via the Internet	64.3	57.1
Access is provided to reports, presentations and research on the subject, that all users can access via the Internet	57.1	14.3
Access is provided to reports, presentations and research on the subject, that are available to all users at the Institution's offices	42.9	21.4
There are online tools to design graphics and visualize aggregate data, that all users can access via the Internet	14.3	0.0

# **A N N E X 1**

## **Questionnaire**



# CHARACTERIZATION OF THE HARMONIZED STATISTICS CREATION PROCESS ON INFORMATION AND COMMUNICATION TECHNOLOGIES IN THE NATIONAL STATISTICAL INSTITUTES

## Introduction

The Information Society is a central paradigm of our times and its development requires comprehensive politics for everyone's benefit. Reliable statistical data and indicators in regard to the access, use and impact of the Information and Communication Technologies (ICT) are essential to increase the understanding of this phenomenon, and also to help policy-makers formulate ICT strategies for the economic and social development and to prevent a new form of socioeconomic exclusion called "digital divide".

Since 2004, the project of the Observatory for the Information Society in Latin America and the Caribbean (OSILAC) of ECLAC and ICA-IDRC, together with the Working Group on ICT statistics of the Statistical Conference of the Americas (SCA) of ECLAC, have supported the countries of the region in the collection and analysis of ICT statistical data through the development of capacities or the direct technical assistance in the application of surveys on this subject.

The following questionnaire is part of a research on ICT statistical collection and harmonization processes conducted by the National Statistical Institutes, together with International Organizations. Specifically, how the former have participated in it, which is their perception of the process, and their main developments and demands.

We would greatly appreciate if you could send the completed questionnaire not later than April 7<sup>th</sup>, 2010, to the E-mail [osilac@cepal.org](mailto:osilac@cepal.org) with copy to the ICT Working Group coordinator of SCA-ECLAC, Cristina Rodríguez, to the e-Mail [cristina.rodriguez@one.gob.do](mailto:cristina.rodriguez@one.gob.do)

### Please complete:

Name of the Institution:

Country:

Name of officer in charge:

Position of officer in charge:

Institution's web site:

Phone:

E-mail(s):

Date:

**A) Participation in the ICT harmonized measurement process**

**A.1 Do you include statistics on *Information and Communication Technologies*<sup>9</sup> in your Institution's regular survey's program?**

- Yes  
 No → **GO TO question A.5**  
 Partially Please specify: \_\_\_\_\_

**A.2 Has your Institution included some of the key questions on ICT access and use<sup>10</sup> in the conduction of census, surveys or other statistical operations between 2009 and 2010?**

- Yes  No → **(GO TO question A.3)**

*If yes, please detail the number of ICT questions included, according to the research type, in the following table:*

Type of Research	Number of questions included	
	2009	2010
Population and Housing Census		
Multi-purpose household surveys or living conditions surveys		
Employment or income and expenses surveys		
Census or surveys of businesses from the commerce or service sector		
Census or surveys of industrial facilities (Manufacturing Sector)		
Technological innovation surveys		
Specific surveys on ICT access and use by households and individuals		
Specific surveys on ICT use in businesses		
Other surveys, please specify		

<sup>9</sup> ICT's are defined as technologies that enable communication and information transformation and transmission by electronic means. This definition embraces the complete ICT array, from radio and television to phones (fixed and mobile), computers and Internet.

<sup>10</sup> The key questions on ICT measurement are alluded in the document "ITU Manual for Measuring ICT Access and Use by Households and Individuals - Edition 2009", available at the electronic address: [http://www.itu.int/dms\\_pub/itu-d/opb/ind/D-IND-ITCMEAS-2009-PDF-S.pdf](http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-ITCMEAS-2009-PDF-S.pdf)

**A.3 Do you plan to include an ICT module in future statistical information census, surveys or registers undertaken by your Institution?**

( ) Yes ( ) No → (GO TO question A.4)  
 If yes, please detail in the following table:

Type of Research	Tick each type of research			
	2010	2011	2012	?
Population and Housing Census				
Multi-purpose household surveys or living conditions surveys				
Employment or income and expenses surveys				
Census or surveys of businesses from the commerce or service sector				
Census or surveys of industrial facilities (Manufacturing Sector)				
Technological innovation surveys				
Specific surveys on ICT access and use by households and individuals				
Specific surveys on ICT use in businesses				
Other surveys, please specify				

**A.4 In a scale from 1 to 5, where 1 is less important and 5 is most important, how would you qualify the ICT statistical information demand by the government and other potential users of this type of information?**

1	2	3	4	5

**Only for those who answered “no” to question A.1**

**A.5 Why hasn't your Institution started the ICT harmonized measurement process in households?**

Mark with a letter “A” the reason you consider most important. If you think it's necessary, mark other reasons with a “B”.

Reason	Type of survey		
	Household	Business	Census
Doesn't have enough budget			
The institution doesn't consider it a priority matter			
Political issues			
Doesn't have the experience			
Doesn't have trained personnel on the subject			
There is another institution that produces ICT statistics			
No surveys have been made where you could include ICT questions			
Others:			

**A.6 If your Institution could rely on economical resources and trained personnel on ICT measurement, would you be interested in including an ICT module in some of your regular surveys?**

( ) Yes  
 ( ) No

**B) Production of Complementary ICT Indicators**

**B.1 Does the Statistical Institute *collect or plans to collect statistics on ICT access and use in education*?**

*ICT in education: ICT inclusion in the teaching and learning processes and in the education management*

Yes, you collect Specify year and instrument: \_\_\_\_\_

You don't collect and don't plan to collect

You don't collect but plan to collect Specify year and instrument: \_\_\_\_\_

**B.2 Does the Statistical Institute assist any other offices or government organizations in the *production of statistics on ICT access and use in education* (definition of collection methodologies, frameworks and standards)?**

Yes Which one? \_\_\_\_\_

No

**B.3 Does the Statistical Institute *collect or plans to collect statistics on ICT access and use in the government*?**

*Definition of electronic government: the electronic government is the set of services provided by governments to citizens via the Internet, with the aim of using the ICT's to improve the internal efficiency of the national, sub-national and local governments.*

Yes, you collect Specify year and instrument: \_\_\_\_\_

You don't collect and don't plan to collect

You don't collect but plan to collect Specify year and instrument: \_\_\_\_\_

**B.4 Does the Statistical Institute assist any other offices or government organizations in the *production of statistics on ICT access and use in the government* (definition of collection methodologies, frameworks and standards)?**

Yes Which one? \_\_\_\_\_

No

**B.5 Do you think that ONE's, in their directing role of the National Statistical Systems, should attend the statistics production process on ICT use in areas such as education, government and health in their countries?**

Yes

No

If yes, how could OSILAC and SCA's Working group on ICT contribute to the coordination among the different statistical information producers of each country?

Please specify:

**C) Knowledge of the digital strategy and ICT indicator's uses**

**C.1 Does the Statistical Institute been informed or knows about the country's digital policy?**

*Digital policy: it concerns the agenda for the connectivity policy, or to lead countries towards the information society.*

- Yes
- No (GO TO question C.5)
- The country has no digital strategy (GO TO question C.5)
- Partially Please specify: \_\_\_\_\_

**C.2 Is the Statistical Institute one of the partners of the commission that develops the country's digital policy?**

- Yes
- No
- Partially Please specify: \_\_\_\_\_

**C.3 Does the digital policy agenda consider the construction of indicators for the evaluation of the policies that it seeks to implement?**

- Yes
- No
- Doesn't know

**C.4 Does the Statistical Institute take part in the decisions about the statistical information for the evaluation of the different digital policy goals?**

- Yes
- No
- Partially Please specify: \_\_\_\_\_

**C.5 Is it possible for the Statistical Institute to identify other uses of the ICT indicators inside the country's government agencies?**

**Uses**

Lay out national policies that include the use of ICT ( ) Yes ( ) No

Evaluate national policies that include the use of ICT ( ) Yes ( ) No

Disseminate national policies that include the use of ICT ( ) Yes ( ) No

Others, please specify:

**D) Participation and evaluation of the activities of OSILAC and SCA's Working group on ICT**

**D.1 To what degree does your Institution consider that the OSILAC project has been relevant in consolidating the ICT harmonized measurement?**

(Tick the corresponding box, considering an approximate scale of 20% for the options from 1 to 5. Zero means that OSILAC has not helped in this process and 5 means that it has been essential in the whole process)

0	1	2	3	4	5

Please make comments on your experience in this space: \_\_\_\_\_

**D.2 To what degree does your Institution consider that the SCA's Working Group on ICT has been relevant in consolidating the ICT harmonized measurement?**

(Tick the corresponding box, considering an approximate scale of 20% for the options from 1 to 5. Zero means that SCA WG on ICT has not helped in this process and 5 means that it has been essential in the whole process)

0	1	2	3	4	5

Please make comments on your experience in this space: \_\_\_\_\_

**D.3 Have you consulted or used the following OSILAC or Partnership's products? (Multiple responses allowed)**

- OSILAC web site<sup>11</sup>
- Compendium of Practices<sup>12</sup>
- OSILAC Information System<sup>13</sup>
- Manual for the Production of Statistics on Information Economy (UNCTAD)<sup>14</sup>
- ITU Manual for Measuring ICT Access and Use by Households and Individuals<sup>15</sup>
- Documents on ICT Analysis and Research<sup>16</sup>
- I know the OSILAC documents, but I don't use them
- I don't know the OSILAC products

<sup>11</sup> <http://www.cepal.org/socinfo/osilac/>

<sup>12</sup> <http://www.cepal.org/publicaciones/xml/3/32163/W169Espanol.pdf>

<sup>13</sup> <http://www.cepal.org/tic/flash/>

<sup>14</sup> [http://www.Unctad.org/en/docs/sdteecb20072rev1\\_en.pdf](http://www.Unctad.org/en/docs/sdteecb20072rev1_en.pdf)

<sup>15</sup> [http://www.itu.int/dms\\_pub/itu-d/opb/ind/D-IND-ITCMEAS-2009-PDF-S.pdf](http://www.itu.int/dms_pub/itu-d/opb/ind/D-IND-ITCMEAS-2009-PDF-S.pdf)

<sup>16</sup> <http://www.cepal.org/socinfo/osilac/indicadores> y <http://www.cepal.org/socinfo/publicaciones/>

**D.4 Do what degree have these products or services been useful to you?**  
 (Tick the corresponding box for each product or service, considering an approximate scale of 20% for the options from 1 to 5. Zero means that it has not been useful and 5 means that it has been very useful)

0   1   2   3   4   5   I don't know it/ I don't use it

- OSILAC web site
- Compendium of Practices
- OSILAC Information System – household surveys
- Manual for the Production of Statistics on Information Economy
- ITU Manual for Measuring ICT Access and Use by Households and Individuals
- Regional workshops
- Training courses
- Technical assistance via E-mail
- SCA/OSILAC Working group on ICT
- Documents on ICT analysis and research

**D.5 Do you participate in OSILAC's discussion list?**

- Yes
- No (GO TO question C.7)

**D.6 Does the tool seem useful to you to foster the development of statistics and indicators on the ICT use and access in the region?**

- Yes
- No      Why?

**D.7 Are you willing to take part in an electronic forum promoted by the SCA's Working group on Information and Communication Technologies?**

- Yes
- No

**D.8 Have you participated in the elaboration or have you reviewed some of these documents prepared by OSILAC and SCA's Working group on ICT? (Multiple responses allowed)**

- Compendium of Practices, version 2009/10
- Diagnosis of methodological matters and new ICT indicators for Latin America and the Caribbean: Methodological and harmonization issues in ICT surveys of household and businesses and recommendations for the development of ICT indicators in education
- Developing e-government indicators: Abstract of the regional proposal on key ICT indicators in e-government

**D.9 What other type of products or services do you believe that OSILAC and SCA's Working group on ICT should perform, in order to maintain and improve ICT harmonized measurement?**

**E) Training**

**E.1 Does your Institution feel it's necessary or would it be interested in participating in training programs for the implementation of ICT modules or surveys in the following areas?**

	Feels it's necessary		Interested in participating	
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Specific surveys on ICT access and use by households and individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific surveys on ICT use in the businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT module in multi-purpose household surveys or living conditions surveys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT module in business or industrial surveys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT module in technological innovation surveys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT module in population and housing census	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICT module in census or surveys of businesses from the commerce or service sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**F) Results dissemination by the National Statistical Institute or Office**

**F.1 Does your Institution disseminate the results of the ICT surveys in any of these media?**

(Mark with an X the corresponding options)

**Media where results are disseminated**

<input type="text" value="Own web site"/>	<input type="checkbox"/>
<input type="text" value="Printed newsletters or yearly reports"/>	<input type="checkbox"/>
<input type="text" value="E-newsletters"/>	<input type="checkbox"/>
<input type="text" value="Press news"/>	<input type="checkbox"/>
<input type="text" value="Institutional presentations"/>	<input type="checkbox"/>
<input type="text" value="Others"/>	<input type="checkbox"/> Which?
<input type="text" value="No dissemination is done"/>	<input type="checkbox"/> → (End of Questionnaire)



**F.2 Who are the main users of the ICT information that your Institution produces?**  
(Mark with an X the corresponding options)

**Users of the information**

Government	<input type="checkbox"/>
Academic sector	<input type="checkbox"/>
Private sector	<input type="checkbox"/>
Press news	<input type="checkbox"/>
International organisms	<input type="checkbox"/>
Communications media	<input type="checkbox"/>
Others	<input type="checkbox"/> Who? _____

**F.3 In which of the following ways is the access to the collected ICT information provided for the external users of your Institution and citizens in general? (Multiple responses allowed)**

Databases of the surveys are available for downloading via the Internet by all users

Please specify in which format (Excel, SAS, SPSS, Stata, CVS, etc.)

\_\_\_\_\_

Which is the system's web address?

\_\_\_\_\_

There is a system available online for the generation of tabulations and consultation of statistical aggregates

The collected information can be processed by external users in a data center authorized by the Statistical Office or Institute

The survey's databases are available for downloading via the Internet for a restraint group of authorized users or institutions

\_\_\_\_\_

Please specify in which format (Excel, SAS, SPSS, Stata, etc.)

The survey's databases are provided directly in a digital format to a group of authorized users or institutions (CD-ROM, mail, ftp access, etc.)

\_\_\_\_\_

Please specify in which format (Excel, SAS, SPSS, Stata, etc.)

The survey's databases are available for downloading via the Internet using elements of Web 2.0 (xml, RSS, etc.)

\_\_\_\_\_

Please specify the web address or other relevant information.

Access is provided to a set of tabulations and graphics which are available to all users via the Internet

Web address:

Access is provided to reports, presentations and research on the subject, that all users can access via the Internet

Web address:

Access is provided to reports, presentations and research on the subject, that are available to all users at the Institution's offices

There are online tools to design graphics and visualize aggregate data, that all users can access via the Internet

\_\_\_\_\_

Which is the tool's web address?

\_\_\_\_\_